

**From:** (b)(6); Contractor Info  
**Sent:** Wed, 26 Aug 2020 20:26:24 +0000  
**To:** Crawford, John (NIH/OD/ORS) [E]; (b)(6); Contractor Info; Browne, David (NIH/OD/ORS) [T]  
**Cc:** Mason, Russell (NIH/OD/ORS) [E]; Griggs, Christine (NIH/OD/ORS) [E]; Taylor, Rodney (NIH/OD/ORS) [E]; Harman, Carole (NIH/OD/ORS) [E]  
**Subject:** RE: [Ext] Customer issue

Thanks for the heads up, John.

Yes – mask wearing at all times is required and I'll discuss with Rangoli operator.

(b)(6);

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**From:** Crawford, John (NIH/OD/ORS) [E] <crawfj@ors.od.nih.gov>  
**Sent:** Wednesday, August 26, 2020 4:21 PM  
**To:** (b)(6); Contractor Info; Name of Non-Key Personnel .com; (b)(6); Contractor Info  
(b)(6); Contractor Info; Name of brg; Browne, David (NIH/OD/ORS) [T] <brownned2@mail.nih.gov>  
**Cc:** Mason, Russell (NIH/OD/ORS) [E] <russell.mason@nih.gov>; Griggs, Christine (NIH/OD/ORS) [E] <christine.griggs@nih.gov>; Taylor, Rodney (NIH/OD/ORS) [E] <rodney.taylor@nih.gov>; Harman, Carole (NIH/OD/ORS) [E] <harmanc@ors.od.nih.gov>  
**Subject:** [Ext] Customer issue

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Gentlemen,

I am attaching a complaint from a customer in the building 35 cluster. Please instruct the staff to wear their masks at all times while on campus. This is an NIH requirement.

. I was mentioning a concern I had related to the food trucks parked near Bldg. 35. Twice I noted the food truck employees without masks while attending customers from inside the truck. I am not familiar with the regulations but feel that it may detour some people from using the service if they consider this practice unsafe.

I observed this on:

Tuesday 8/25 at 2pm, Mardi Gras Tyme

Wednesday 8/26 at 1:30pm, Rangoli

John M. Crawford  
Director of Food Services, Retail and Concession Programs  
Division of Amenities and Transportation Services  
Office of Research Services  
National Institutes of Health